

# Wisconsin Department of Safety and Professional Services

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## **DIVISION OF PROFESSIONAL CREDENTIAL PROCESSING**

### ONLINE LICENSURE APPLICATION SYSTEM (OLAS)

#### APPLICANT FREQUENTLY ASKED QUESTIONS

#### **Q: What do I need to complete the online application process?**

**A:** To complete the application process, you will need the following information:

##### **1. A DOA/Wisconsin Logon and Password**

- The DOA/Wisconsin Logon Management System allows authorized individuals to access the Online Licensure Application System (OLAS) using a single ID and password. Your DOA/Wisconsin logon and password verifies your identity so that we can provide you with access to your information and services and prevent access by unauthorized individuals.
- During self registration process, please select the 'OLAS Applicant (Department of Safety and Professional Services)' system.
- For further information on the DOA/Wisconsin Logon Management System, please visit <https://register.wisconsin.gov/accountmanagement/default.aspx>.

##### **2. Your Personal Information**

- Full Name, Email Address, Mailing Address, Social Security Number, Birth Date, Contact Phone Number, Certification of Legal Status
- NOTE: your personal information will only be used for the purpose of contacting you with any issues regarding your application fulfillment.

##### **3. Licensure Information**

- RN or LPN, School, Degree/Program, Graduation Date, state of primary residence, completed Licensure Questionnaire
- NOTE: You are responsible for providing accurate information. Incorrect information may delay application fulfillment.

##### **4. An Accepted Method of Payment:**

- ACH (Checking/Savings Account), Bank Routing Number, Bank Account Number, Account Type (Checking or Savings), Name and Contact Information of the Account Holder
- Credit/Debit Card, Type of Card (Visa, MasterCard, Discover or American Express), Credit/Debit Card Number, Expiration Date, Three-Digit Security Code, Billing Address, Contact Information

#### **Q: How long does it take to process my OLAS application once I have completed the online process?**

**A:** Standard processing time is 7-10 business days. During peak volume times, processing can increase up to 15 business days. If you would like more information on application process, please visit the website <http://dsps.wi.gov/Default.aspx?Page=1521432d-dddd-4dd9-9cff-c7f79d47c58b>.

## **Wisconsin Department of Safety and Professional Services**

**Q: I am having trouble completing the payment process through US Bank. Who should I contact?**

**A:** If you have any issues or questions regarding the US Bank payment process, please contact the Department of Safety and Professional Services at 608-266-2112 or [DSOLSOLAS@wi.gov](mailto:DSOLSOLAS@wi.gov).

**Q: I submitted payment but have not received any emails. How do I know that my payment was received?**

**A:** Once payment has cleared, you will receive a receipt email from US Bank. Check your spam folder as emails may be automatically marked as spam.

**Q: I completed the OLAS application process but stopped before completing payment. How do I complete the payment process?**

**A:** To complete the OLAS application process, you must contact the Department of Safety and Professional Services at 608-266-2112 or [DSOLSOLAS@wi.gov](mailto:DSOLSOLAS@wi.gov) and ask for the payment link to be emailed to you.

**Q: I haven't received any emails from OLAS. What do I do?**

**A:** Check your spam folder as emails may be automatically marked as spam. If you cannot find any emails from OLAS, contact the Department of Safety and Professional Services at 608-266-2112 or [DSOLSOLAS@wi.gov](mailto:DSOLSOLAS@wi.gov).